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InTRAC

*Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired*

June 23, 2009

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Commission's Secretary
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Commission Secretary:


Thank you for the opportunity to provide you with the information on Indiana's
consumer complaint logs for June 1, 2008 through May 31, 2009. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/08-5/31/09)
 - Original and four copies
- Supporting Diskette

All of the consumer complaints regarding Relay Indiana Service have been resolved
satisfactorily under 180 days. Sprint Customer Service recorded 39 complaints and a
narrative of resolution accompanies each customer call. No complaints were filed
directly with InTRAC.

If you need more information, please contact me at 317-334-1413 or by email,
INRELAY@aol.com.

Sincerely,


Ginny Barr
Executive Director

Enc.

DOCKET NO. 03-123
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Indiana FCC Complaint Log 2009

Complaint Tracking for IN (06/01/2008-04/30/2009). Total Customer Contacts: 39

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/08	A TTY customer was upset that the agent did not leave a message that he typed out before the call was dialed. Customer Service Representative apologized and explained to the customer that the agent misunderstood and thought that the message typed was to be voiced if there was an answer. The agent did not realize this was a message to be left on an answering machine. The TTY customer hung up on the Customer Service Representative.	06/07/08	The agent was coached that, in the future, if she is unsure if a message should be left, she should clarify and ask the customer before dialing out.
2	06/13/08	Technical - General	06/13/08	A long distance network problem was identified where calls were routed through an incompatible network using VOIP lines, causing data connection difficulties. A technician resolved the problem by routing calls through an alternate network. The customer confirmed that this remedied the circumstance.
3	06/14/08	A VCO customer said the agent missed words when typing. Customer Service Representative apologized and told him we would follow-up with the agent. The customer requested a response by e-mail.	06/14/08	No such Agent number exists. The customer was e-mailed as requested.
4	06/18/08	A customer said the agent sent some weird messages.	06/18/08	A supervisor spoke with this agent about the "weird messages". The agent explained that she sent the wrong macro. She apologized for the mistake, then tried to tell the customer that she had made a mistake and would redial, but the customer hung up before she finished typing.
5	06/25/08	A customer complained of garbling and requests that the Account Manager look into this issue. Customer Service called the customer for further information. Customer was using a VCO Dialog Ameriphone getting garbling while on a call with an operator at approximately 4 PM on 6/25/08. Customer Service turned in a trouble ticket..	06/25/08	The complaint was forwarded to the Account Manager via Customer Service. The Relay Program Manager contacted the customer via e-mail and got a hold of a contact person that the customer instructed. The Relay Program Manager has been trying to tell the customer to go InTRAC to replace the Ameriphone, as it is the device itself and not the VCO service that creates garbled messages. The Relay Program Manager received confirmation from the customer that the customer received the letter and e-mails with the explanation about going to InTRAC to replace the device. The customer thanked the Relay Program Manager, who also gave the customer's contact information to InTRAC. The issue is now closed.
6	07/01/08	Disconnect/Reconnect during calls	07/01/08	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained to the customer why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce the occurrence.
7	07/06/08	A VCO user stated that he was told he would be getting information via e-mail about why he was unable to access his voice mail through relay. The customer stated that he was being told all circuits were busy. He also stated he was having issues with his voice mail messages not being typed verbatim and that there were a lot of spelling issues with them. The Customer Service Representative apologized and gave him some trouble shooting information. Follow up was requested via e-mail.	07/06/08	The Relay Program Manager e-mailed him a few times and also sent the customer a letter. He received the letter, which explained that it is the Ameriphone device that caused the problems. He was referred to InTRAC to get a new, better device and the issue is now closed.

8	07/08/08	A customer called to inquire about an agent not using their customer notes as instructed. The notes listed 50 words per minute, but the typing was unreadable to the customer. The Customer Service Representative apologized and informed the person their notes said 50 WPM and this should have been followed. No follow-up is necessary.	07/08/08	A Team Leader met with the Agent and reminded her to read the customer notes and follow them for every call.
9	07/10/08	Customers called in stating that agents did not follow their instruction of typing 50 WPM, causing the customer to have to re-read the operators' typing. The customers were also unhappy about agent changes resulting in different agents being used for their relay call. Contact information of the Program Manager was given and no follow-up is necessary.	07/11/08	The Customer Service Representative apologized to the customers and updated their notes with the addition of "no agent changes" and also offered the choice of changing the words per minute to a more comfortable level. The customers were pleased with the new note and decided no WPM changes were necessary due to Large Display charges, even though re-reading parts of conversations were a must.
10	07/14/08	A customer waited 3 minutes for the agent to outdial and they never did. When the customer asked for a supervisor, they got a message that the line was disconnected.	07/14/08	A supervisor discussed this call with the agent, who remembered the call because the customer had a lot of notes. Their message was continuously garbled. The agent tried lowering the transmission speed and disabling turbo-code. The agent said he didn't hang up but that the line disconnected after there was no response from the caller. This is a technical issue and not agent error. No action was taken.
11	07/14/08	The customer stated that they had a hard time and were very, very frustrated by having wasted their time. They also indicated that they were tired of a few relay agents. The customer did not have numbers for other the agents and did not state a specific complaint, but that they were unhappy with relay as a whole.	07/14/08	The complaint was forwarded to the agent's Team Leader for coaching on following customer instructions and asking for help if needed. A supervisor met with the agent and coached her on following customer instructions and asking for help if needed. The agent apologized for the inconvenience to the customer.
12	07/17/08	A VCO customer explained he is getting garbled messages through Relay Indiana. Relay Customer Service Representative apologized and a trouble ticket was opened. Follow-up was requested.	07/17/08	The Relay Program Manager contacted the customer via e-mail and also got a hold of the contact person they provided. The Relay Program Manager tried to tell the customer to go to InTRAC to replace the Ameriphone, since it is the device itself and not the VCO service that creates garbled messages. The Relay Program Manager received confirmation from the customer that they received the letter and e-mails with the explanation that they need to go to InTRAC to replace the device. The customer thanked The Relay Program Manager, who also gave the customer's contact information to InTRAC. The issue is now closed.
13	07/17/08	A customer states that she dialed Relay (711) from her home but could not reach a voice operator. This happened at 11:30 AM on 7/17/08. Relay Customer Service Representative apologized and a trouble ticket was opened. No follow-up was requested.	07/17/08	Rebranding took place to correct the problem for the customer. A Customer Service Representative contacted the customer after a couple days to confirm this.
14	08/11/08	The customer gave a number to dial and "go ahead", but she did not get any response from the operator. She asked the operator to get a supervisor, but the operator did not, nor did the number get dialed. The customer gave up and hung up. I apologized to the customer and informed her the situation would be reviewed with the operator as soon as possible.	08/11/08	The operator does not remember this call. Procedures were discussed with the operator about dialing all numbers in five seconds or less and getting a supervisor if the customer requests one. Remaining focused was also discussed, as well as reporting any technical problems immediately.
15	08/12/08	A customer complaint was e-mailed to the Program Manager on 8/8/08 at 7:55 AM, then forwarded to Customer Service on 8/12/08. The call took place on 8/3/08 at 12:21 PM. The customer stated: "hate short sentence word, I told relay won't listen to me. I need told her relay full sentence word four times. She won't doing sentence full word. I did hung up phone. That tired her..." A response was not provided by the Program Manager. Follow-up was requested.	08/12/08	The complaint was forwarded to the supervisor for coaching on following customer instructions. A team leader spoke with this agent about the call. The agent stated that she did not understand what the customer was asking for and asked him to repeat. Her sentences were very brief. The agent did not feel that she did anything wrong. The team leader tried to contact the customer three times via TTY on 8/18/08, but there was no answer.

16	08/19/08	At 9:36 AM, a TTY customer requested a supervisor about a prior call. The customer stated that the agent was playing games or "looking for trouble" when the agent informed the caller that the number provided was a local call and asked if they should proceed with the out dial. The customer stated that previous a agent had done the same thing. The Customer Service Representative explained that there was a note saying, "Agent please type local or LD before out dial", thus the agent was corrected in processing this call. The caller became argumentative and felt that agents were playing games. The Customer Service Representative offered to remove this instruction from the customer notes and the caller disconnected. No follow-up was requested.	08/19/08	The customer hung up and did not request follow-up. The Customer Service Representative was correct in the procedure and tried to assist the customer.
17	08/26/08	Technical - General	08/26/08	A customer reported an incident where the Communications Assistant never started captioning on a call 8/26/08 at 2:20 PM Central Time. Investigation identified a workstation difficulty and notation that the workstation was repaired after the customer's call. The positive resolution was reported to the customer and CapTel Customer Service Representative apologized for this incident. The customer had re-dialed her call successfully after noting the difficulty.
18	09/08/08	The agent didn't slow down the typing speed as per caller notes. The caller asked to have relay slow down, but the agent did not decrease speed enough	09/08/08	The complaint was forwarded to a supervisor for coaching on reading customer notes and following customer instructions. There is no agent in the facility with that ID number, so no action was taken and the ticket is closed.
19	09/08/08	Customer gave agent number to dial and waited for 3 minutes for the agent to dial number. Did not respond to customer and customer hung up because they didn't want to waste more time trying to place important call with non-responsive agent. No follow-up requested.	09/08/08	Complaint forwarded to agent's supervisor for follow-up on dial out time and keeping customer informed if there is a problem. Employee has resigned from the company. Ticket closed
20	09/24/08	The agent dialed the wrong number and didn't let the caller know if it was a local or long distance call as the customer had requested.	09/24/08	A team leader spoke with the customer and the agent. She coached the agent on reading the inbound notes and keeping the customer informed as requested. The agent and supervisor apologized to the customer, who accepted the apologies.
21	10/03/08	An IN VCO customer called to complain that even though the agent had turned off the turbo-code feature, she was still receiving garbling toward the end of her call. Relay Customer Service Representative apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	10/03/08	Relay Program Manager left a message on voice mail at 12:30 PM April 19th for the customer to call back. 2 more messages were left, but the customer has not called back and the case is now closed.
22	10/13/08	A customer requested supervisor and said that the Communications Assistant did not follow customer notes to ask whether he wanted a voicemail message saved or erased, and that the Communications Assistant did not inform him that message was saved. He also stated that he has trouble getting operators who can understand him speak. Apologized to customer for the voicemail problem and explained that the Communications Assistant would be reminded to read through all notes. Customer Service Representative also informed caller that if an agent is having trouble understanding him, he has the right to request another agent take over his call. The customer said he did not know that and will do so in the future when necessary. Follow-up was not requested.	10/13/08	The agent was coached on reading and following customer notes.
23	11/04/08	Technical - General	11/04/08	Customer Service has determined that the network is classifying the customer's caller's call as coin/non-coin/unknown. The CapTel platform will be modified to accept this network classification as a residential user. The customer was provided an interim option.

24	11/5/2008	Billing - General	11/5/2008	Discussed billing and took appropriate action.
25	11/07/08	An IN TTY customer says that when a call was dialed by the operator, it showed as long distance, though it was local. The customer asked the agent to get a supervisor to assist, but the agent never responded. The customer waited and finally hung up after there was no reply. Relay Customer Service Representative apologized for inconvenience. Follow-up was requested.	11/07/08	A supervisor met with Communications Assistant, who does not remember call. The supervisor went over procedures with the Communication Assistant regarding always calling for a supervisor when one is asked for by the inbound caller. The Communication Assistant was told that it was ok to let the customer know that it may be a minute or two if the supervisor is assisting with another call.
26	11/08/08	The customer's hearing mother and friend cannot reach 711. When they dial 711, it makes a screeching horrible noise. They calling 711 to try and call a VCO user, however she can not reach a relay agent by dialing 711 because the screeching is so bad. The operator apologized and gave an alternate phone number. The customer requested follow-up via phone.	11/10/08	This issue was assigned to Customer Service to re-brand and contact the customer. A representative spoke with the customer this afternoon and explained that the phone number was re-branded for voice. The customer confirmed that it was now working -- she can reach a voice relay agent without hearing TTY tones.
27	11/25/08	An IN VCO customer has been unable to receive inbound calls via relay since about April. Her Local Exchange Carrier says there is nothing wrong with her phone line. She does not have trouble dialing out. Relay Customer Service Representative apologized for inconvenience and made a test call, getting through without difficulty. A trouble ticket was opened. Follow-up was requested.	11/25/08	The Relay Program Manager sent a letter to the customer explaining that the technician made tests calls and experienced no problems. The technician tried to make test calls to the customer, but they have not been available. The Program Manger also suggested the customer and the customer's son and daughter call Sprint Relay Customer Service to brand their numbers and Carrier of Choice.
28	12/03/08	Dialing Issue - the phone line does not require a "1" when dialing an 800 number.	12/04/08	Technical support removed the "1" from the unit's "data-in" outbound dialing number. The customer is able to make outbound captioned calls after this adjustment.
29	12/12/08	Technical - General	12/12/08	At approximately 2:02 PM CapTel experienced an interruption at the Data Center causing some calls to be dropped and others were not answered during the 10 minute outage. Calls continued to queue up during the outage and were promptly answered once the interruption was resolved. Customer was notified of the circumstance and advised she may try her call again.
30	01/08/09	An IN VCO customer attempted to place local call using IN Relay to a business and received a fast busy signal. When the same call is placed without relay, the line rings and the business answers. Relay Customer Service apologized for the problem and entered a trouble ticket. No follow-up requested.	01/08/09	The Relay Program Manager contacted the Customer Service Representative to find a solution this in order to close this complaint appropriately. The customer did not request follow-up, however, they need to contact their Local Exchange Carrier to troubleshoot as it may be an issue with their home phone. It could also be related to the customer's TTY device.
31	01/17/09	At 2:18 PM, a VCO customer stated that the agent requested information in order to retrieve his voice mail message. After several minutes of discussing this, the Customer Service Representative learned that the VCO user requested that his voice mail retrieval password be added to his customer notes, per a Sprint letter that he read aloud to the Customer Service Representative. No such note was in his profile. The Customer Service Representative apologized for the inconvenience and offered to add this instruction to his notes. The customer stated that this particular note was removed several times and he heard that IN limits customers to only three instructions. The Customer Service Representative told him she will check into this. No follow-up is necessary.	01/17/09	The agent followed proper procedure, since there was no such note instructing the agent on the voice mail retrieval.
32	01/26/09	Disconnect/Reconnect during calls	01/26/09	The difference between a CapTel phone and a traditional phone was explained to the customer's daughter. Also explained why disconnection/reconnection might be occurring and gave tips to reduce the occurrence.

33	02/19/09	An IN VCO customer says when he calls IN Relay VCO, "nothing happens" until the 3rd or 4th try, when he finally reaches an operator. Apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	02/19/09	The technician made test calls to the number and was able to connect on the first time each call. The customer may be connecting to voice and not letting it roll over. Customer Service Representative informed the customer of this via e-mail.
34	03/02/09	A caller reported that she is unable to connect to her daughter's new cell phone number. The Agent reaches an error message that says, "Cannot proceed with outdial. Cannot process the call. Invalid Dial To Number". The Customer Service Representative thanked the caller for letting us know, apologized, and told her a trouble ticket would be entered to resolve the issue. The trouble ticket was entered at 8:45 AM on 3/2/09. Follow-up was requested	03/02/09	The problem has been taken care of via carrier of choice. The calls can now be completed and go through successfully.
35	03/23/09	A bakery called in saying they were getting an order for wedding cakes to be shipped from IN to TX. Customer Service Representative apologized and no follow-up was requested.	03/23/09	The customer was educated on relay calls.
36	03/26/09	Technical - General	03/26/09	At 12:40 PM CST, a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed ability to make their call.
37	03/26/09	A TTY customer is unable to reach IN Relay after changing Local Exchange Carriers to a new digital service. They can receive calls via Relay but cannot reach Relay to make outgoing calls. Their hearing wife is also unable to reach Relay. The customer was advised that a trouble ticket was created and the complaint would be entered regarding the issue. The customer requests contact asap.	05/07/09	The Relay Program Manager spoke with the customer, who said she has not experienced further problems and are now satisfied.
38	03/30/09	Disconnect/Reconnect during calls	03/30/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained to customer why disconnection/reconnection might be occurring and sent tips to reduce the occurrence.
39	05/13/09	An IN VCO customer stated that the relay operator hang up on him after his first call. Customer stated that this happens all the time. The customer also thought that Sprint Relay needs to install a special key on the relay operators' keyboards just for him, to make sure the operators do not disconnect him. This occurred on Monday 5-11-09 about 12:15 p.m. Customer Service Representative apologized to the customer and gave him the Program Managers phone number, because the customer kept advising of things Sprint Relay needed to do with their software and hardware. Follow up requested by postal mail, due to the customer having trouble with his own hardware and software.	05/13/09	Program Manager completed the letter and mailed to the customer stating that the customer needs to contact the equipment distribution program regarding this service

DOCKET NO.

03-123

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103 [Signature]